

**Analysis of the Mayor's Budget Recommendation:
Trash Collection Fee for FY 2006-2007**

The health, safety, and well-being of Detroit residents fall under the auspices of the Office of the Ombudsman through the complaint process mandated by the City Charter. It is for this reason that the Office of the Ombudsman has completed an analysis of the Mayor's proposal to eliminate 2.99280 tax mills on every property and impose a quarterly fee that breaks down to \$25.00 per month and generates an estimated \$69 million in revenue. In the analysis, this proposal is weighed against equity among property owners, as well as cleanliness and sanitary conditions that are both desirable and necessary for a city that is intent upon reinventing itself.

Analysis

The Office of the Ombudsman determines that the trash collection fee is actually a regressive form of taxation: low-income and poverty-stricken property owners will be the most impacted, should the proposal be adopted. In the case of a property with a taxable value of \$12,672, the tax bill is \$37.92 a year (2.9928 mills) for garbage collection and disposal. However, the \$25 per month trash fee, costing the taxpayer \$300 annually, will result in an increase of \$262.08 for the same taxpayer. On the other hand, with a taxable value of \$106,954, a property owner would pay \$320.09 (2.9928 mills) toward garbage collection and disposal, resulting in a savings of \$20.09 annually.

In addition, there should be alarm over the proposal to place liens on property if the fee is not paid. Already, Detroiters are severely impacted by the passage of P.A. 123 of 1999 which escalated the property foreclosure process from six years to three years. The cumulative effect of the existing law coupled with the Trash Fee proposal will have a devastating effect on residents who struggle to meet their everyday needs. For a financially distressed property owner trying to "catch-up" on delinquent taxes, the burden increases exponentially, escalates the foreclosure process, and contributes to the steady loss of population from which the city is suffering.

Complaint calls about trash collection, courville containers, bulk pick-up, and illegal dumping represent 13.79 percent of the total number of complaints received in this office since October 2005. Pastors, community groups, neighborhood associations, block clubs, and individuals continue to register complaints and frustrations over the change in service since bulk pick-up was eliminated in January 2006. Now, the current proposal cannot accommodate any item that does not fit in a courville container, leaving residents with very few options for bulk collection and disposal, especially those without transportation. In one sense, the elimination of bulk pick up is culture shock for citizens; in another, it is a transportation problem for residents who do not have vehicles.

Trash fees in other communities typically include one bulk item pick up per week, and if property owners in Detroit are laden with this additional tax burden, the service proposed for the City of Detroit will not meet the least industry standard. It is therefore recommended that no Trash Fee be imposed; the current proposal does not do enough to ensure that residents will indeed get the services that they need.

Bulk Pick Up Options

If the Mayor's proposal to impose a fee for trash collection is implemented, the fee should be used to cover costs associated with bulk pick-up. This office recommends that bulk-pick up service be restored, and several options to do so are as follows:

- Charge a one-time fee of \$25 per property owner to purchase an additional courville container dedicated to bulk item pick up on a quarterly basis. Based on the Mayor's projections, this fee would generate approximately \$5,750,000 in revenue.
- Charge an annual fee of \$50 per property owner for scheduling pickups on a call-in in basis. Based on the Mayor's projections, this fee would generate \$11,500,000 in revenue.

Either option would fill a portion of the \$40 million gap in revenue, in the event that the trash fee is not imposed. In the same manner, trash and bulk collection would be provided.

Illegal dumping

Large volumes of trash in the neighborhood are unsightly, unsanitary, and affect property values. While the Mayor's proposal to curb illegal dumping is honorable, the Office of the Ombudsman recommends that at least one-third of the 33 newly created positions in the Department of Public Works (DPW) be dispatched to the continuation of bulk pick up or the implementation of the every-other-month model proposed by City Council in the last fiscal year. There is no doubt that enforcement is necessary; however, the real need is to find a balance in service delivery options so that law-abiding citizens are not punished along with the violators.

It is further recommended that DPW coordinate with the Public Lighting Department to ensure that areas that are unlit and easy targets for illegal dumping are lighted and therefore less vulnerable. The Mayor has proposed to address public lighting problems, and in his effort to do so, he should also mandate cooperation between these two departments.

Commitment to the Community

“Call Us First!”

Our plan to gain the trust of residents and increase our credibility in the Detroit community was kicked off with a major, community outreach program in February. “Call Us First!” was a series of day-long events held at five, public library branches around the City. Nearly 200 people participated, and we logged more than 300 complaints from individual residents, community groups, block clubs, churches, and neighborhood associations.

“Call Us First!” also allowed the Office of the Ombudsman to extend direct assistance from a variety of social services agencies to residents. The City Charter gives the Ombudsman jurisdiction with city departments and agencies, but there is always the need to make referrals when residents call about issues that fall outside the purview of the office. “Call Us First!” was a first step in the development of crucial relationships with outside providers who were on hand to meet face-to-face with residents. The Office of the Ombudsman would like to thank the following department and agencies for their participation and support: Detroit Area Agency on Aging, Detroit City Clerk, Detroit Water & Sewerage Department, Water Access Volunteer Effort (WAVE), The Heat and Warmth Fund (THAW), University of Detroit Mercy Free Law Clinic, U. S. Census Bureau, United Way 211, Wayne County Sheriff, Michigan Regional Council of Carpenters Apprenticeship Recruitment, The Auto Club of Michigan, and the Detroit Public Library.

The unique format for “Call Us First!” gave the Office of the Ombudsman the opportunity to be proactive in responding to residents’ complaints, especially benefiting residents who do not have telephones or cars. A big part of solving problems is to know that there are problems, and “Call Us First!” made sure that the door remains open for low-tech communication with and access to city government. The ability to acknowledge and investigate complaints from all citizens positions the Office of the Ombudsman to get problems out of the way, so that progress can occur.

Scope of Community Involvement

Community outreach is the cornerstone of our mission to raise awareness in the community. While routine activities focus on inquiries and investigations, the emerging culture in the Office of the Ombudsman is to increase the opportunities to hear from citizens by spending quality time in the community in various capacities.

Some of the events and community meetings that the Office of the Ombudsman attended over the past six months, since October 2005, include the following organizations:

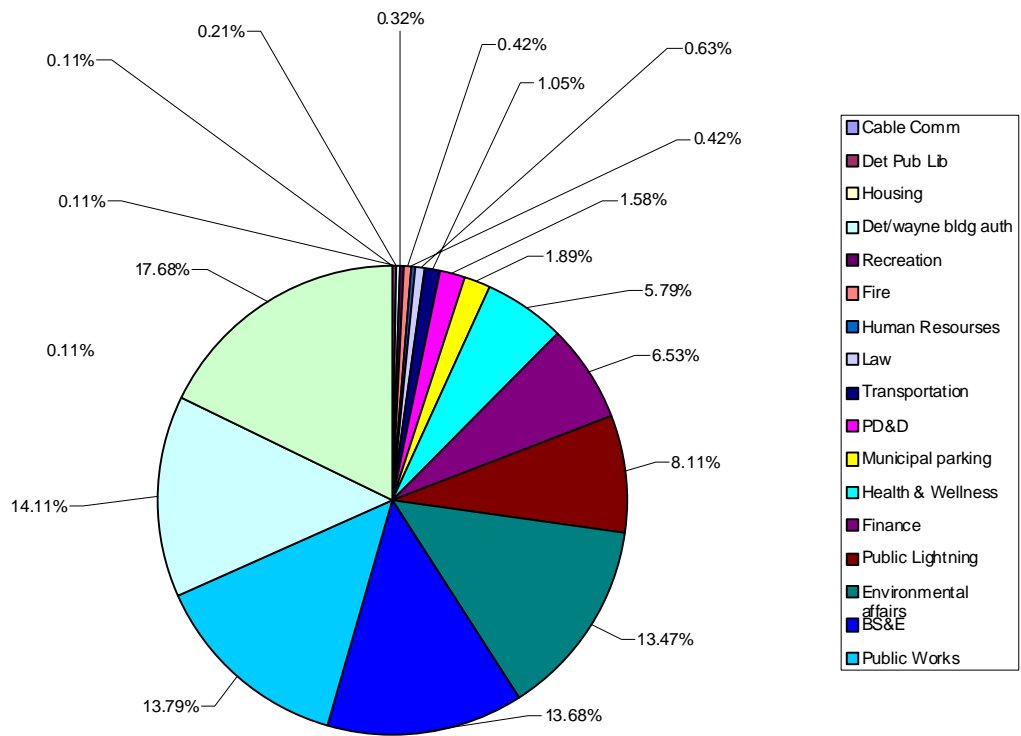
- Breast Cancer Walk
- Citizens' Police Academy
- Combined Charities
- Council of Baptist Pastors of Detroit & Vicinity
- Creekside Community Development Corporation
- Denby High School Career Day
- Detroit Coalition of Michigan United
- Detroit Homeownership Counseling Collaborative Finance Fair at WCCC
- Detroit MLK Committee
- Diabetes Walk
- Evening Council meetings
- Gruebner Street Block Club
- Gleaners Annual Women's Power Breakfast
- Jefferson East Business Association
- March of Dimes Walk
- Michigan Municipal League Foundation
- 92.3 Sista Strut
- National Association of Negro Business & Professional Women's Clubs –
Community Baby Shower
- Northwest District Police-Community Relations Organization
- Winship Community Organization

Quality of Life Recommendation

In compliance with the City Charter, the Office of the Ombudsman is a complaint-driven organization authorized to receive and investigate complaints. In nearly all instances, complaint resolution involves city departments; however, when the Office of the Ombudsman received a complaint about prostitution and drug trafficking in front of a public library, the solution to the problem was greater than local law enforcement capabilities, and instead, required legislative intervention at the state level.

Following an investigation of local ordinances applicable to “Zero Tolerance” and “Drug-Free Zones” around schools, the Office of the Ombudsman determined that there was no legislation that extended the law to public libraries. Therefore, in an effort to improve the quality of life and preserve the integrity of cultural institutions for children and families statewide, the Office of the Ombudsman contacted State Representative George Cushingberry, Jr. who introduced House Bills 5657 and 5658 in February 2006. On March 28, 2006, the Detroit City Ombudsman appeared before the Local Government and Urban Policy Committee in Lansing to testify in support of the legislation, and after a unanimous vote, the bills were referred to the House Floor with a recommendation to pass.

House Bills 5657 and 5658 are currently on the floor at the second reading. In addition, Detroit City Council President Kenneth V. Cockrel, Jr. has directed the Research and Analysis Division to draft a compatible ordinance to address the need for drug-free zones around public libraries locally.



Buildings & Safety Engineering Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57438	Request for an abandoned building to be demolished.	Pending
06-57323	Request for hole to be filled after a gas explosion.	Pending
06-57661	Request for an abandoned home to be boarded.	Pending
06-57645	Request for abandoned home to be demolished.	Pending
06-57655	Request for an abandoned home to be boarded.	Pending
06-57587	Request for an abandoned home to be boarded.	Pending
05-57098	Request for an open/abandoned home to be boarded.	Pending
06-57649	Request for an open/abandoned home to be boarded.	Pending
06-57510	Request for an open/abandoned home to be boarded.	Pending
06-57496	Request for an open/abandoned home to be boarded.	Pending
05-57045	Request for an apartment building to be demolished.	Resolved
06-57186	Request for an open/abandoned home to be boarded.	Resolved
06-57302	Request for a vacant/open home to be boarded.	Resolved

06-57328	Request for a vacant/open home to be demolished.	Resolved
06-57424	Request for a vacant/open abandoned home to be boarded.	Resolved
06-57664	Request for an abandoned garage to be demolished.	Resolved
06-57396	Request for a dilapidated/open abandoned home to be boarded.	Resolved
05-56689	Request for a vacant/open home to be boarded.	Resolved
05-56784	Request for property to be secured.	Resolved
05-57024	Request for an open/abandoned home to be boarded.	Resolved
05-56835	Request for an open/burned home to be demolished.	Resolved
06-57476	Request for an open/dangerous home to be demolished.	Pending
05-56856	Request for an open/burned home to be demolished.	Resolved
05-56962	Request for an open/abandoned home to be secured.	Resolved
05-56834	Request for an open/vacant funeral home to be secured.	Resolved
05-56849	Request for a dilapidated/open building to be demolished.	Resolved
05-56896	Request for an open/abandoned home to be secured.	Resolved
06-57253	Request for an open/abandoned home to be boarded.	Resolved
06-57366	Request for vacant/open home to be secured	Resolved

06-57407	Request for vacant building to be demolished	Pending
06-57409	Request for City-owned abandoned home to be secured.	Resolved
06-57415	Request for open home to be boarded.	Resolved
05-56762	Request for an open burned/dangerous building to be demolished.	Resolved
06-57678	Request for an open vacant/abandoned building to be demolished.	Pending
06-57605	Request for an open/vacant abandoned home to be demolished.	Pending
06-57657	Request for an open/vacant building to be demolished.	Pending
06-57549	Request for an open/vacant home to be secured.	Pending
06-57348	Request for an open/vacant home to be demolished.	Pending
05-56948	Request for City-owned open property to be secured.	Resolved
06-57365	Request for an open burned/abandoned home to be demolished.	Pending
06-57714	Request for an open/abandoned building to be secured.	Pending
06-57325	Request for an open/abandoned home to be secured.	Pending
06-57653	Request security/repair for garage that is caving in.	Resolved
06-57717	Request for garage to be secured or demolished.	Resolved
06-57586	Request for garage that is caving in to be secured/repared.	Resolved

06-57430	Request for open garage door to be secured.	Resolved
06-57218	Request for removal of dilapidated garage.	Resolved
05-56773	Request for vacant building to be secured.	Resolved
06-57360	Request for open/vacant home to be secured.	Resolved
05-56708	Request that windows in an abandoned home be secured.	Resolved
05-56705	Request that windows in an abandoned home be secured.	Resolved
05-56810	Request for an open/vacant home to be demolished.	Resolved
06-57417	Request for an open/abandoned home to be secured.	Resolved
06-57249	Request for an open/vacant home to be secured.	Resolved
05-56768	Request for open home to be secured; squatters inside home.	Resolved
05-57142	Request for open/vacant home to be secured; squatters stripping.	Resolved
05-56837	Request for open two-family flat to be secured to keep squatters out.	Resolved
05-56732	Request for open/vacant home to be secured.	Resolved
06-57230	Request for open/abandoned commercial building to be demolished.	Resolved
06-57401	Request for open/abandoned home to be secured.	Resolved
05-56711	Request for open/vacant home to be secured.	Resolved
05-56979	Request for open/vacant building to be	Resolved

secured to keep squatters out.

05-57140	Request for open/vacant building to be demolished.	Resolved
05-57106	Request for open/vacant home to be secured.	Resolved
05-56825	Request for open/vacant home to be secured.	Resolved
06-57246	Request for open vacant/burned home to be demolished.	Resolved
05-57014	Request for open/burned home to be secured.	Resolved
05-56804	Request for open home to be secured to keep squatters out.	Resolved
06-57602	Request for open/vacant home to be demolished.	Pending
06-57466	Request for open/vacant home to be secured.	Pending
06-57521	Request for open/abandoned home to be demolished.	Pending
06-57583	Request for open/vacant home to be secured.	Pending
06-57321	Request for dilapidated home to be demolished.	Pending
06-57272	Request for open/vacant garage to be demolished.	Resolved
05-56956	Request for home that was scheduled for demolition to be demolished.	Resolved
05-57043	Request for open vacant/burned home to be demolished.	Resolved
05-56886	Request for partially structured home to be demolished.	Resolved
05-57108	Request for dilapidated home to be demolished.	Resolved
05-56891	Request for dilapidated home to be	Resolved

demolished.

05-56744	Request for vacant/abandoned home to be demolished.	Resolved
06-57213	Request for City-owned abandoned home to be demolished.	Resolved
06-57595	Request for debris removal after home was demolished.	Pending
06-57579	Request for debris removal after home was demolished.	Pending
06-57491	Request for debris removal after home was demolished.	Pending
06-57205	Request for debris removal after home was demolished.	Resolved
05-56882	Request for debris removal after building was demolished.	Resolved
05-57089	Request for debris removal after home was demolished.	Resolved
06-57662	Request for debris removal after home was demolished.	Pending
06-57660	Request for debris removal after home was demolished.	Pending
06-57551	Request for investigation to defer demolition, fee paid.	Pending
06-57399	Request for investigation to defer demolition, fee paid.	Pending
05-56971	Request for investigation to defer demolition, fee paid.	Resolved
06-57320	Request for home to be scheduled for demolition.	Pending
05-56738	Request for hole to be filled after demolition.	Resolved

06-57617	Request for hole to be filled after demolition.	Pending
06-57207	Request for burned/abandoned home to be demolished.	Pending
05-57026	Request for open/overflowing dumpster to be removed.	Resolved
05-57010	Request for open/overflowing dumpster to be removed.	Resolved
06-57188	Request for debris inspection at commercial business.	Resolved
06-57207	Request to inspect code violations in a residential area.	Resolved
05-57138	Request to inspect code violations at an apartment complex.	Resolved
05-57135	Request to inspect code violation against contractor with a new housing development.	Resolved
05-56713	Request to inspect hotel regarding code violations.	Pending
05-57064	Request to inspect code violations in a residential area.	Resolved
05-57033	Request to inspect code violations in a residential area.	Resolved
05-56912	Request to inspect code violations in a residential area.	Resolved
05-56766	Request to inspect code violations in a residential area.	Resolved
05-57053	Request to inspect code violations in a residential area.	Resolved
05-56921	Request to inspect building with squatters.	Resolved

05-56899	Request to inspect code violations in a residential area.	Resolved
06-57643	Request for home repair after home caught fire.	Pending
05-57144	Request an investigation of a commercial business operating in a residential area.	Resolved
05-56977	Request inspection for permit to occupy building.	Resolved
05-56974	Request investigation of a commercial business operating in a residential area.	Resolved
05-57081	Request for re-inspection of home after notice of code violations.	Resolved
05-57021	Request investigation of contractor performing work without a permit.	Resolved
06-57731	Request for inspection of homemade fence.	Resolved
06-57236	Request for inspection of rental home code violations.	Resolved
06-57464	Request for inspection/removal of scaffolding left at commercial business.	Resolved
06-57469	Request for inspection of apartment complex code violations regarding wheelchairs.	Resolved
06-57546	Request for additional time to pay violation fees.	Pending
06-57300	Request for inspection of apartment complex code violations.	Resolved
06-57240	Request for inspection of apartment complex code violations.	Pending
06-57441	Request for inspection of apartment complex code violations.	Resolved
05-57008	Request for inspection of unoccupied house.	Resolved

06-57178	Request to inspect code violations against contractor with a new housing development.	Pending
06-57530	Request to investigate new construction area that is causing the ground to cave in.	Pending
06-57594	Request investigation of a commercial business operating in a residential area.	Resolved

ENVIRONMENTAL AFFAIRS DEPARTMENT

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57688	Complainant requested ticket; debris in alley.	Pending
06-57708	Complainant requested ticket; debris in alley.	Pending
06-57720	Complainant requested ticket; debris in alley.	Pending
05-56853	Complainant requested ticket; illegal dumping in alley.	Resolved
05-56927	Complainant requested ticket; excessive debris in alley.	Resolved
06-57613	Complainant requested ticket; bulk was set at curb.	Resolved
06-57311	Complainant requested ticket; business does not store their dumpster properly.	Resolved
06-57686	Complainant requested ticket; Courville container overflowing.	Pending
05-56871	Complainant requested ticket; Courville container sits on curb three to four days after garbage pick up.	Resolved
05-57114	Complainant received improper bulk violation regarding a chair that was left.	Resolved
06-57707	Complainant requested ticket; commercial business keeps Courville container out at all times.	Pending
0657694	Complainant requested ticket; resident keeps Courville container out at all times.	Pending
06-57697	Complainant requested ticket; debris all over yard.	Pending
06-57687	Complainant requested residential inspection of street cleaning.	Pending

06-57689	Complainant requested ticket; residential debris all over yard. Complainant requested ticket; Courville container out at all times.	Pending
06-57685	Complainant requested ticket; debris at commercial business.	Pending
06-57683	Complainant requested ticket; business has a lot of debris in parking lot.	Pending
06-57684	Complainant requested ticket; business has debris in back of building.	Pending
06-57600	Complainant received improper ticket for someone illegally dumping at residence.	Resolved
06-57658	Complainant requested ticket; business dumping debris in residential area.	Resolved
06-57331	Complainant stated that a ticket was issued improperly.	Resolved
05-56946	Complainant requested ticket; bulk, debris, and brush bundled at curb after resident cut down tree.	Resolved
06-57635	Complainant requested ticket; business has no dumpster.	Resolved
06-57665	Complainant requested ticket; clean up illegal dumping in residential area.	Resolved
06-57269	Complainant requested ticket; debris inside/ outside of residential garage.	Resolved
05-56955	Complainant made a request for debris to be picked up after school was torn down.	Resolved
06-57501	Complainant requested ticket; commercial business running in a residential area.	Resolved
05-57066	Complainant requested ticket; debris all over yard.	Resolved
06-57718	Complainant requested ticket; squatters and illegal dumping.	Resolved

06-57676	Complainant requested ticket; debris in alley.	Pending
06-57481	Complainant stated that a blight violation was issued improperly; resident sold the home.	Pending
06-57361	Complainant requested ticket; residential debris in front and back.	Resolved
05-56706	Complainant stated that blight violation for Courville container was issued improperly.	Resolved
05-56937	Complainant requested ticket to property owner; abandoned home.	Resolved
05-56984	Complainant requested ticket to property owner; illegally dumped grease in the back yard.	Resolved
05-56741	Complainant requested ticket; business owner illegally dumped trash behind building.	Resolved
05-56873	Complainant requested ticket; business owner had debris blowing onto day care property.	Pending
06-57674	Complainant requested ticket; clean up illegal dumping residential area.	Pending
06-57701	Complainant requested ticket; residential debris all over yard.	Pending
06-57724	Complainant requested ticket; someone illegally dumping at business.	Pending
06-57723	Complainant requested cleanup in residential area.	Pending
06-57704	Complainant requested ticket; residential debris and illegal dumping.	Pending
06-57702	Complainant requested ticket; residential debris and illegal dumping.	Pending
06-57650	Complainant requested ticket to property owner; abandoned home.	Pending

06-57455	Complainant requested cleanup; debris blocking alley.	Resolved
06-57462	Complainant requested clean up and removal of illegal dumping.	Resolved
06-57439	Complainant requested clean up of illegal dumping at abandoned property.	Resolved
05-56952	Complainant requested ticket and clean up of illegal dumping in alley.	Resolved
05-57107	Complainant requested clean up of illegal dumping at vacant lot.	Resolved
05-57060	Complainant requested clean up of illegal dumping in alley behind vacant lot.	Resolved
06-57263	Complainant requested ticket to property owner; squatters in vacant house and illegal dumping.	Resolved
05-56737	Complainant requested ticket and clean up of illegal dumping on vacant lot.	Resolved
06-57457	Complainant requested cleanup of illegal dumping of tires.	Resolved
06-57648	Complainant requested ticket; occupied house dumping in yard.	Resolved
06-57647	Complainant requested ticket; Section 8 residents dumped debris in yard.	Resolved
06-57224	Complainant requested cleanup; business being used for illegal dumping.	Resolved
05-56941	Complainant requested investigation; illegal dumping of rubbish on vacant lot.	Resolved
05-56920	Complainant requested cleanup of illegal dumping at vacant home.	Resolved
06-57198	Complainant requested cleanup of illegal dumping at vacant home.	Resolved

05-56918	Complainant requested cleanup of illegal dumping and harboring of rodents.	Resolved
06-57227	Complainant requested ticket; dumpster in residential area; using dumpster for illegal dumping; debris blowing all over.	Resolved
06-57556	Complainant requested cleanup of illegal dumping at vacant home.	Resolved
05-56797	Complainant requested cleanup of illegal dumping at vacant home.	Resolved
06-57345	Complainant requested ticket and cleanup of illegal dumping in the alley.	Resolved
06-57633	Complainant requested ticket and cleanup of illegal dumping in the alley.	Resolved
06-57378	Complainant requested ticket to property owner; evicted tenant dumped debris all over yard.	Resolved
06-57505	Complainant requested cleanup of illegal dumping in front and back yards at vacant home.	Resolved
05-56939	Complainant requested cleanup of illegal dumping on vacant lot.	Resolved
06-57283	Complainant requested cleanup of illegal dumping at business.	Resolved
06-57332	Complainant requested ticket and cleanup of illegal dumping in alley.	Resolved
05-57111	Complainant requested ticket and inspection of illegal dumping at abandoned business.	Resolved
06-57561	Complainant requested ticket; bulk at curb.	Resolved
06-57418	Complainant requested cleanup of illegal dumping at vacant home.	Resolved
05-57022	Complainant requested cleanup of illegal dumping at vacant lot.	Resolved

05-57074	Complainant requested ticket to property owner; illegal dumping at house.	Resolved
06-57447	Complainant requested ticket; illegal dumping at street corner.	Resolved
05-57004	Complainant requested ticket to property owner; tore down garage and illegally dumped in alley.	Resolved
05-57122	Complainant stated that a blight violation was issued improperly.	Resolved
06-57428	Complainant requested ticket to property owner; garage being used for illegal dumping.	Resolved
05-57105	Complainant requested cleanup of illegal dumping of debris in alley.	Resolved
06-57691	Complainant requested ticket and cleanup of illegal dumping at abandoned vacant building.	Resolved
05-56875	Complainant requested cleanup of illegal dumping of debris in alley.	Resolved
06-57442	Complainant requested ticket to property owner; evicting tenant and dumping debris in yard.	Resolved
05-57061	Complainant requested cleanup of illegal dumping on vacant lot.	Resolved
06-57267	Complainant requested ticket; dumpster in residential area being used for illegal dumping.	Resolved
05-57097	Complainant requested cleanup of illegal dumping at vacant house.	Resolved
06-57222	Complainant requested cleanup; abandoned vacant house and illegal dumping.	Resolved
05-57090	Complainant requested ticket and cleanup of illegal dumping in yard.	Resolved
06-57669	Complainant requested cleanup of illegal dumping at vacant building.	Resolved

05-56877	Complainant requested cleanup of illegal dumping in alley behind vacant lot.	Resolved
05-56729	Complainant requested cleanup of illegal dumping on vacant lot.	Resolved
06-57275	Complainant requested ticket and cleanup of illegal dumping at abandoned home.	Resolved
06-57465	Complainant requested ticket to property owner; vacating home and dumping debris across the street on vacant lot.	Resolved
06-57467	Complainant requested ticket to tenant for illegally dumping debris on property.	Resolved
06-57468	Complainant requested cleanup of illegal dumping of tires on vacant lot.	Resolved
06-57499	Complainant requested removal of boat being used for illegal dumping on vacant lot.	Resolved
06-57414	Complainant requested investigation of a bailiff from 36 th District Court who puts debris on the street.	Resolved
05-57110	Complainant requested cleanup of illegal dumping in rear of the alley.	Resolved
06-57261	Complainant requested ticket and cleanup; resident dumping in alley behind his property.	Resolved
06-57663	Complainant requested ticket to property owner; abandoned garage being used for illegal dumping.	Pending
05-57035	Complainant requested cleanup; front lawn was trashed by an unknown party with all kinds of debris.	Pending
05-56827	Complainant requested cleanup of debris on front lawn.	Resolved
06-57700	Complainant requested ticket and cleanup; debris all over yard.	Pending

06-57713	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
06-57712	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
06-57711	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
06-57699	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
06-57710	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
06-57706	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
06-57709	Complainant requested ticket to property owner; debris all over front and back yards.	Pending
05-57115	Complainant requested cleanup; vacant lot requires a lot of maintenance.	Resolved
05-56709	Complainant requests ticket; investigation of high weeds.	Resolved
05-56998	Complainant requests ticket to property owner; debris all over front and back yards.	Resolved
05-56707	Complainant requested ticket to property owner; debris all over front and back yards.	Resolved
05-57104	Complainant requests ticket; inspection for home to be cleaned up and maintained.	Resolved
05-56934	Complainant requested inspection, cleanup, and ticketing; individuals at apartment complex illegally dumping debris on vacant lot.	Resolved
06-57389	Complainant requested inspection and ticket; commercial business running in residential area.	Resolved

06-57646	Complainant requested inspection and ticket; running a commercial business in a residential area.	Resolved
06-57347	Complainant requested ticket to property owner; illegally dumping in yard.	Resolved
05-56710	Complainant requested inspection and ticket; hole is full of unsafe liquid.	Resolved
06-57719	Complainant requested ticket and inspection; debris in yard.	Pending
06-57266	Complainant requested ticket and inspection; dog feces in yard.	Pending
06-57729	Complainant requested ticket and inspection; dog feces in yard.	Resolved
06-57728	Complainant requested ticket and inspection; dog feces in yard.	Resolved
05-56902	Complainant requested ticket and inspection of environmental hazard; pigeons living in home; droppings all over house and sidewalk.	Resolved
05-57069	Complainant requested ticket; debris in yard.	Resolved

Detroit-Wayne Joint Building Authority

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
05-57175	Complainant stated that handicapped, accessible curbs around the Coleman A. Young Municipal Center are not properly shoveled.	Resolved
06-57541	Complainant stated that security is needed in the Assessor's Office during the month of February.	Pending

Fire Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
05-56778	Request investigation of fire hydrant installation. Complainant stated that her cement was replaced with black tar and her lawn was destroyed.	Resolved
05-56790	Request investigation of fire department which drained the fire hydrant and left it open and running.	Resolved
05-56929	Request investigation of multiple vehicle fires occurring on a consistent basis. Complainant stated that his business and dogs caught fire due to the arson act.	Resolved
05-56894	Request investigation of at least 10 fires that have occurred at his business within one year.	Resolved

Finance Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
05-56999	Request to retrieve documents necessary for Worker's Compensation medical examination.	Resolved
06-57258	Complainant stated that she went to the Finance Department to negotiate a payment plan for her property tax bill that was due, but she did not have the necessary documentation.	Resolved
06-57563	Request to investigate rude/unprofessional behavior from supervisor of department while attempting to get a form to appeal tax assessment.	Resolved
05-57164	Request to investigate rude behavior conducted in the Assessor's Department while obtaining information regarding tax exemption.	Resolved
06-57315	Request to investigate rude behavior received from the Treasury Division and why it takes so long to post payment.	Resolved
06-57640	Request to investigate property tax assessment concern for commercial property.	Pending
06-57638	Request to investigate property tax assessment concern for new residential property.	Resolved
06-57203	Request to investigate incorrect assessment for vacant lot.	Resolved
06-57529	Request to investigate property assessment; complainant stated that assessment has doubled.	Resolved
06-57352	Request from Coca-Cola Company to investigate tax assessment increase as a result of the Dasani water line expansion. Complainant stated that square footage was not increased, but the assessment doubled.	Pending

06-57542	Request for more security in the Assessor's Office during the month of February	Pending
05-56936	Investigation requested for an assessment for the year 2004. Complainant paid more taxes in 2004 than in 2005.	Resolved
05-57013	Request to investigate if mortgage company over paid taxes. Issue refund check.	Pending
05-57078	Request to investigate notification process and procedure for foreclosure.	Resolved
06-57229	Request to investigate payment received.	Resolved
06-57231	Request to investigate when refund check will be issued to complainant for 2005 overpayment.	Resolved
06-57349	Request to investigate the "glitch" the Finance Department had with their computer System regarding Homestead percentage.	Resolved
05-56925	Request for a copy of tax bill.	Resolved
05-57038	Request to investigate check that was misplaced by the Treasury Division and deduct the \$30.00 fee to stop payment of check and re-issue another one to the department.	Resolved
05-56900	Request to investigate improper tax deduction for 1990.	Resolved
05-56884	Request to investigate error on tax deduction from pay when complainant is not a resident or an employee for the City of Detroit.	Resolved
06-57181	Request for a copy of winter tax bill.	Resolved
05-57085	Complainant requests to complete the form and receive a refund on income tax paid due to living in the Renaissance Zone.	Resolved
06-57242	Complainant requests 2005 property tax over payment be refunded.	Resolved

06-57304	Complainant requests 2004 income tax refund.	Pending
05-56982	Complainant requests 2000, 2001, 2002, and 2004 property tax refund.	Resolved
05-56786	Complainant requests 2005 income tax refund.	Resolved
05-56943	Complainant requests 2004 income tax refund.	Resolved
06-57495	Complainant requests annuity check.	Resolved
06-57484	Complainant requests annuity check.	Pending
05-56887	Complainant requests to investigate insurance policy premium has increased.	Pending
06-57449	Complainant requests an application for hardship on delinquent taxes.	Resolved
06-57527	Complainant requests an investigation for delinquent property taxes; mortgage company states that they are owed.	Resolved
06-57672	Complainant requests an investigation for property that he sold and is still receiving a tax bill.	Resolved
05-56866	Complainant requests an investigation for tax amnesty program, the tax tribunal sent him a letter denying his request for reduction of property taxes. The Finance Department states that he had the largest tax on the block and the taxes being charged are justified.	Resolved
06-57314	Complainant requests an investigation for a tax payment that was misapplied for 2005.	Resolved
06-57507	Complainant requests an investigation for penalties and interest added to bill. Complainant states the property taxes have already been paid and the check has been cashed by the department.	Resolved

05-56703	Complainant requests an investigation for receipt of payment posted on the 11 properties he owns.	Resolved
06-57548	Complainant requests an investigation for forfeiture notice received for the year 2004.	Resolved
06-57327	Complainant requests a copy of her winter tax bill.	Resolved
06-57212	Complainant requests an investigation for property taxes that have been paid. Complainant is unable to close on her new home because the check has not been cashed.	Resolved
06-57182	Complainant requests an investigation for incorrect property tax bill.	Resolved
06-57195	Complainant requests an investigation for two different tax bills received.	Resolved
05-57109	Complainant requests an investigation for an outstanding balance on property taxes that the mortgage company received in error.	Pending
05-57152	Complainant requests property tax refund.	Resolved
05-56824	Complainant requests investigation for homestead exemption.	Resolved
06-57326	Complainant requests refund of 2005 property tax overpayment.	Resolved
05-57023	Complainant requests refund of 2005 property tax overpayment.	Resolved
06-57204	Complainant requests refund of 2005 property tax overpayment.	Pending
05-57153	Complainant requests payments arrangements on delinquent taxes.	Resolved
05-57100	Complainant requests copies of 2003, 2004, and 2005 property tax bills.	Pending

06-57531	Complainant requests a copy of 2005 winter tax bill.	Pending
06-57201	Complainant requests an investigation for the Finance Department to get a handicap line.	Resolved
06-57370	Complainant requests an investigation for tax bill not received.	Resolved
06-57637	Complainant requests an investigation regarding fraudulently filed Quit Claim Deed on her property.	Resolved
06-57312	Complainant requests copy of 2005 winter tax bill.	Resolved
06-57413	Complainant requests copy of 2005 winter tax bill.	Resolved
05-56987	Complainant requests copy of 2005 winter tax bill.	Resolved
05-56917	Complainant requests copy of 2005 winter tax bill.	Resolved
05-57151	Complainant requests investigation on what day of the month long-term disability checks will be issued.	Resolved

Health & Wellness Protection Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57324	Complainant stated that after call in her prescriptions to Herman Kiefer, they were not ready when she went to pick them up.	Resolved
05-57173	Complainant requested investigation of barking ordinance regarding dog tied to fence and barking. Impossible to get proper rest.	Resolved
05-56904	Complainant requested investigation of barking ordinance regarding dog tied to fence and barking. Impossible to get proper rest.	Resolved
06-57584	Complainant report white Pit Bull roaming the neighborhood.	Resolved
06-57534	Complainant reported ten Pit Bulls roaming the neighborhood.	Pending
06-57313	Complainant requests investigation of barking dog that is a nuisance.	Resolved
05-56940	Complainant reported cat litters on vacant lot.	Resolved
05-57171	Complainant reported that a dog was left in a garage at rental property.	Resolved
05-56721	Complainant reported that two dogs are unattended in a vacant house; obnoxious odor.	Resolved
06-57387	Complainant reported that neighbor's dog is kept in the back yard without a chain; inspect dog feces/odor.	Resolved
06-57339	Complainant requested inspection of illegally dumped trash which harbors rodents; various health and fire hazards.	Resolved

05-56903	Complainant requested inspection of illegally dumped trash which harbors rodents; various health and fire hazards.	Resolved
05-56919	Complainant reported that property is in need of maintenance and dog feces in yard.	Resolved
05-56811	Complainant stated that neighbor threw human waste and urine in back yard.	Resolved
06-57192	Complainant reported raw sewerage backing up in her basement.	Resolved
06-57340	Complainant reported fumes coming from the sewer line which made her sick.	Resolved
06-57268	Complainant reported obnoxious odor coming from sewer.	Resolved
06-57524	Complainant reported obnoxious odor coming from the alley.	Resolved
06-57239	Complainant reported raw sewerage and obnoxious odor coming from the pipes when you flush the toilet.	Resolved
05-56729	Complainant stated that two-family flat has foul odor coming from it.	Resolved
05-57139	Complainant reported business has overwhelming smell of sewerage.	Pending
05-57016	Complainant stated that he observed large rodents running around debris from a burned down home.	Resolved
05-56817	Complainant reported rodents in neighborhood.	Resolved
05-56820	Complainant reported vacant house harboring rodents.	Resolved
06-57208	Complainant requested bait for rats and roaches.	Resolved
06-57612	Complainant reported rodent control problem in neighborhood.	Resolved

05-56967	Complainant reported that debris caused harboring of rodents, possums, and skunks.	Resolved
06-57265	Complainant reported rodent control problem/ mice in neighborhood.	Resolved
05-57052	Complainant reported inoperable ice cream truck harboring rodents.	Resolved
05-56782	Complainant reported occupied house smells like urine and is infested with rodents.	Resolved
06-57285	Complainant reported business dumping debris in alley causing rodents to harbor.	Resolved
05-56911	Complainant reported occupied house is infested with rodents.	Resolved
06-57483	Complainant requested inspection and bait; rodents in occupied house.	Resolved
05-56861	Complainant reported debris at nearby business is attracting rodents.	Resolved
06-57374	Complainant reported occupied house is infested with rodents.	Resolved
06-57355	Complainant reported rodent control problem with mice around property.	Pending
05-56798	Complainant reported debris has caused harboring of rodents.	Resolved
05-56733	Complainant reported vacant home has overgrown weeds; maintenance requested.	Resolved
05-56716	Complainant reported occupied home has overgrown weeds; maintenance requested.	Resolved
05-56688	Complainant reported occupied home has overgrown grass; maintenance requested.	Resolved
05-56854	Complainant reported vacant home has high weeds and vines are covering lilac bushes.	Resolved

05-56744	Complainant stated that the back yard of an occupied home is full of high weeds and is harboring rodents.	Resolved
05-56748	Complainant stated that occupied home has tall weeds and harbors rodents. There are dog feces in the back yard. Maintenance is requested.	Resolved
05-56809	Complainant stated that occupied home has overgrown weeds and shrubs in the front and back yards.	Resolved
05-56872	Complainant stated that occupied home has overgrown weeds and grass; maintenance requested.	Resolved
05-57012	Complainant reported two large trees and high weeds on the service drive.	Resolved
05-56897	Complainant stated that occupied home has overgrown weeds which harbor rodents.	Resolved
05-56860	Complainant stated that occupied home has overgrown weeds; bushes in the front and back of home have been overgrown for several months.	Resolved
05-56858	Complainant reported alley has debris, high weeds, and rodent infestation.	Resolved
05-56767	Complainant reported vacant home has high weeds and debris in the yard.	Resolved
05-56740	Complainant reported business has overgrown weeds growing around the building.	Resolved
05-56830	Complainant reported home has overgrown weeds in alley.	Resolved

Housing Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57303	Complainant requested an inspection of electrical outlets that do not have covers.	Resolved

Detroit Public Library

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
05-57031	Complainant is an author who requested an investigation. Complainant stated that his periodical was stolen by a relative of someone in the "Our Friends Foundation".	Discontinued

Human Resources Department (Personnel)

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57520	Complainant requested an investigation of his suspension from his job stating that it was improper.	Pending
06-57456	Complainant requested an appeal of 10-day suspension.	Pending
05-57113	Complainant stated that the City is requiring to make changes to her benefits, but she is not getting any cooperation from the Benefits Division.	Pending
05-57082	Complainant requested an investigation of her health insurance and vacation pay.	Resolved

Law Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57248	Complainant stated that her dog was put to sleep by Animal Control; would like to sue for wrongful death.	Resolved
06-57526	Complainant stated that the tree in front of her property is dead; a dead branch from the tree fell onto her roof, and as a result, tore a hole in the roof, busted the bedroom window, and tore the window screen.	Pending
06-57336	Complainant stated that a construction company demolished property next to hers, and the construction crew tore down her shrubbery, destroyed a portion of her grass, and broke the concrete curb.	Pending
05-56720	Complainant stated that the City demolished the house next door, and the construction company destroyed the driveway, lawn, and removed hedges.	Resolved
05-56885	Complainant requested immediate action from the City to repair or reimburse for vehicle repair after a tree fell onto her car while parked in the street.	Resolved
06-57238	Complainant requested an investigation into the business permit process so that he could operate his business to its full capacity.	Pending

Municipal Parking Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57598	Complainant disputes parking violation notice.	Resolved
06-57335	Complaint disputes parking violation and car was booted; complainant owes fees for parking tickets and would like to know how much was applied to fines after booted vehicles were sold.	Resolved
05-57174	Complainant disputes the issuance of tickets in a residential area; parking sign is a half block away, and has never been enforced.	Resolved
05-57146	Complainant disputes parking ticket that was issued in error.	Resolved
06-57194	Complainant disputes tickets for parking in front of the medical building.	Resolved
05-56823	Complainant disputes parking ticket received in error while parked at a lot where he paid an attendant.	Resolved
06-57306	Complainant concerned about parking at Cobo Hall during the International Auto Show.	Resolved
06-57279	Complainant disputes parking ticket received while admitting her husband to the hospital.	Resolved
05-56976	Complainant reported that he received a ticket on his car that was stolen.	Resolved
05-56870	Complainant reported that he received a ticket on his car that was stolen.	Resolved
06-57422	Complainant disputed parking violation that was received in error.	Resolved
05-57102	Complainant disputed parking violation that was received improperly.	Resolved

06-57725	Complainant disputed parking violation for blocking driveway while vehicle was parked in his driveway.	Resolved
06-57514	Complainant disputed parking violation for improper parking and parallel parking.	Resolved
06-57259	Complainant disputed parking violation for illegal parking in front of the Omni Party Store.	Resolved
05-56970	Complainant disputed an overpayment.	Resolved
05-57017	Complainant requested clarification on citations received and immediate cooperation with a hearing.	Resolved
06-57482	Complainant disputed parking ticket for no parking violation because there was no sign posted.	Pending

Planning & Development Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57410	Complainant stated that she purchased property, but in the time between bidding and closing, the building was vandalized and gutted.	Resolved
05-56725	Complainant reported illegal dumping on City-owned vacant lot.	Resolved
05-56898	Complainant reported illegal dumping on City-owned vacant lot; debris is being dropped off at night.	Pending
05-56931	Complainant reported abandoned vehicle on the corner of City-owned vacant lot.	Resolved
06-57223	Complainant requested inspection of two trees on City-owned lot.	Resolved
05-56969	Complainant requested removal of two rows of trees that have uprooted, lifted sidewalk, and pushed fence three feet away from complainant's property.	Resolved
06-57585	Complainant requested that contractors repair damage to deck, fencing, and two classic cars.	Pending
05-56769	Complainant requested that the department offer the sale of vacant lots to complainants.	Resolved
06-57425	Complainant requested the release of property back to owner, so that owner can pay the taxes.	Resolved
05-57136	Complainant requested investigation of why property was illegally taken from property owner.	Resolved
06-57659	Complainant requested information about grant for the Corinthian Baptist Church.	Resolved
05-57041	Complainant requested investigation and assurance that home improvement grant for a new roof would stay within budget.	Resolved

05-57076	Complainant requested investigation of home grant for repair of basement flooding after work was done, but basement still flooding.	Resolved
06-57276	Complainant requested investigation of Senior Home Repair Program: Complainant qualified For new roof; new roof installed and still leaking.	Pending
05-57117	Complainant requested investigation of home improvement grant approval for a new roof in August 2005, but was informed of lack of Funding in October 2005.	Resolved

Detroit Police Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57544	Complainant reported rude and unprofessional behavior when the police came to her house.	Pending
06-57310	Complainant requested a copy of an investigation report from the 12 th Precinct concerning a robbery.	Pending
05-57101	Complainant reported that the two police officers walked away from the scene and did not stop two gentlemen in a vehicle harassing the complainant.	Pending
05-56988	Complainant stated that his vehicle was involved in a hit-and-run accident, and he found part of a vehicle identification number which he and the police officer agreed must belong to the person driving the car that caused the accident. Complainant stated that the police officer refused to do an investigation.	Pending
05-57079	Complainant reported unprofessional behavior by a 911 operator.	Resolved
06-57284	Complainant stated that her vehicle was used for a criminal investigation. When she went to pick up her vehicle, she had to pay the towing company to get her vehicle back.	Resolved
06-57693	Complainant reported illegal drug trafficking.	Pending
06-57506	Complainant reported illegal drug activity taking place next door to the vacant lot.	Pending
06-57679	Complainant reported that a vacant house appears to be attracting drug dealers.	Resolved
06-57264	Complainant reported that squatters are living in vacant house.	Resolved
06-57286	Complainant reported an alleged drug house and trafficking all day and night.	Resolved

05-56749	Complainant reported illegal drug activity.	Resolved
05-56839	Complainant reported a two-family flat that is open to trespass; squatters living in the house and selling and doing drugs.	Resolved
06-57426	Complainant reported illegal drug activity.	Resolved
05-56986	Complainant reported illegal drug activity on a vacant lot.	Resolved
05-56693	Complainant reported a vacant house is open to trespass; has been stripped and also alleged drug house.	Resolved
05-56765	Complainant reported person selling drugs.	Resolved
06-57288	Complainant reported a two-family flat with heavy drug activity.	Resolved
05-56949	Complainant reported that he suspects drug activity.	Resolved
05-57059	Complainant reported an alleged drug house.	Resolved
05-56816	Complainant reported alleged drug trafficking at an apartment complex.	Resolved
05-56993	Complainant reported person selling drugs.	Resolved
05-56777	Complainant reported person selling drugs; house smells like urine and is infested with rats.	Resolved
05-56842	Complainant reported drug trafficking on vacant lot and in alley.	Resolved
06-57367	Complainant reported that drug dealers are going into vacant house.	Resolved
05-57001	Complainant reported drug activity 24 hours a day.	Resolved
06-57408	Complainant reported drug activity at an abandoned house that is City-owned.	Resolved

06-57730	Complainant reported illegal drug trafficking at a two-family flat.	Pending
05-56906	Complainant reported drug use and trafficking on a vacant lot.	Pending
05-56889	Complainant reported an alleged prostitution ring.	Resolved
05-56869	Complainant reported that prostitutes are soliciting customers and using drugs on the side of the library.	Resolved
05-57165	Complainant stated that he is being threatened, harassed, and chased out of his home by his neighbor; requested cooperation from the Police Department.	Pending
05-56996	Complainant reported that a man is setting fire to abandoned houses.	Pending
05-57127	Complainant reported that while coming through security at CAYMC, someone behind her took her bag off the scanner.	Resolved
05-57170	Complainant reported that she and her neighbor are unable to park in front of their homes because another neighbor has put milk crates and a homemade "No Parking" sign in the street.	Resolved
06-57376	Complainant denied responsibility for illegal dumping behind his property in the alley and requested to speak to the officer who issued the ticket.	Resolved
06-57391	Complainant reported vacant, abandoned homes in need of special attention and attracting squatters.	Pending
06-57372	Complainant stated that she is having trouble with her neighbor harassing her and trespassing on her property.	Pending
06-57592	Complainant reported speeders, accidents, and traffic problems on Freeland Street.	Pending

06-57381	Complainant reported that someone had erected a fence that blocks the sidewalk and make children walk in the street because the sidewalk is impassable.	Resolved
05-57155	Complainant reported that the Bagley Community Association is concerned with gunfire on New Year's Eve.	Resolved
06-57625	Complainant reported several car break-ins over the last few months.	Pending
05-56686	Complainant reported squatters residing at noted location.	Resolved
06-57656	Complainant requested the boarding up of abandoned homes to keep squatters out.	Pending
05-56828	Complainant reported squatters at noted location.	Pending
06-57511	Complainant reported abandoned home with open doors and broken windows, open to trespass; squatters are stripping the home.	Pending
06-57597	Complainant reported a lot of squatters on his block.	Pending
06-57651	Complainant reported open abandoned home where squatters are living and illegally dumping trash in the backyard.	Pending
06-57434	Complainant reported that squatters stripped aluminum from garage.	Resolved
06-57474	Complainant reported squatters residing at the noted location.	Resolved
05-57062	Complainant reported squatters stripped aluminum off abandoned property.	Resolved
05-57009	Complainant reported that squatters are stealing electricity.	Resolved
05-56736	Complainant reported that a squatter was living in a vacant house.	Resolved

05-56922	Complainant reported squatters and loud noises coming from the house.	Resolved
05-56712	Complainant reported that squatters tampered with the water meter to turn the water on.	Pending
05-56805	Complainant reported that squatters have vandalized and stolen contents of home.	Pending
05-56808	Complainant reported that squatters are living in a house that is open to trespass and making fires inside to stay warm.	Pending
05-56700	Complainant reported that a homeless man was living in a blue van parked at the noted location.	Resolved
05-56915	Complainant reported harassment by her tenants.	Resolved
06-57513	Complainant reported that loud noise comes from the noted location at all times.	Pending
05-57116	Complainant stated that the Northland Roller Rink plays music too loud; wanted to know if Other neighbors had complained.	Resolved
05-56888	Complainant stated that noise from a nightclub located near an apartment complex was too loud.	Resolved
05-56722	Complainant reported extremely loud noise from the house next door.	Resolved
05-56923	Complainant reported multiple vehicle fires on her block.	Resolved
06-57705	Complainant stated that someone left a semi-truck running and blocking entrance/exit in the subdivision.	Pending
06-57437	Complainant stated that after being involved in a car accident, she had difficulty obtaining a copy of the accident report.	Pending
05-57146	Complainant stated that after being involved in a car accident, she had difficulty obtaining a copy of the accident report.	Pending

05-56913	Complainant reported that multiple individuals were not stopping at traffic lights.	Resolved
06-57338	Complainant reported an abandoned gray 1988 Plymouth Voyager across the street.	Resolved
05-56950	Complainant reported an abandoned dark gray Honda with no wheels.	Resolved
06-57287	Complainant reported an abandoned dark gray Dodge car with black trim.	Pending
06-57619	Complainant reported two abandoned vehicles, a burgundy car and a white van.	Pending
06-57642	Complainant reported an abandoned Dodge truck with flat tires.	Pending
06-57696	Complainant reported a rusted abandoned Ford vehicle with no plates.	Pending
06-57692	Complainant reported an abandoned vehicle on the street.	Pending
05-57148	Complainant reported a stolen, abandoned dark green vehicle in front of her property.	Resolved
05-56985	Complainant reported that there were different kinds of abandoned vehicles in the alley.	Pending
06-57274	Complainant reported that a dark gray pick-up with no tags was abandoned in front of her property.	Pending
06-57386	Complainant reported that a gray Buick was abandoned in front of her property.	Pending
05-56783	Complainant reported that abandoned cars in the alley had been vandalized.	Resolved
06-57185	Complainant reported numerous abandoned vehicles on the vacant lot next to her property.	Resolved
05-57099	Complainant reported an abandoned vehicle in front of her property.	Resolved

05-57158	Complainant reported an abandoned blue van in front of her property.	Resolved
06-57416	Complainant reported an abandoned home and suspected that cars left in the garage were stolen.	Resolved
05-56793	Complainant reported that a white Chevrolet van was abandoned in front of her house.	Resolved
05-57118	Complainant stated that Cellular One was storing old army vehicles, junk cars, and semi-trucks on vacant lot.	Resolved
05-57130	Complainant reported three abandoned vehicles on the block.	Resolved
06-57307	Complainant reported that an abandoned vehicle was on the east side of the street.	Resolved
06-57180	Complainant reported that a red car without plates and hubcaps had been abandoned for over two months.	Resolved
05-57093	Complainant reported that the abandonment of a a cross-country semi truck with trailer attached was an endangerment.	Resolved
05-57091	Complainant reported that four or five vehicles had been abandoned on the block.	Resolved
05-57159	Complainant reported an abandoned vehicle in front of the lot next door to her.	Resolved
06-57406	Complainant reported an abandoned vehicle in front of her house.	Resolved
06-57358	Complainant reported that an abandoned vehicle had been on her block for more than five days.	Resolved
05-57161	Complainant stated that her neighbor is parking stolen cars in front of homes on the block.	Resolved
05-56717	Complainant reported that a green Chrysler with no license plates had been abandoned for over 90 days.	Resolved

05-57145	Complainant reported two abandoned cars in front of her property.	Resolved
05-57015	Complainant reported numerous abandoned vehicles.	Resolved
05-57129	Complainant reported a white, four-door Ford was abandoned at the corner.	Resolved
05-57095	Complainant reported that a bus had been stripped.	Resolved
05-57006	Complainant reported abandoned vehicles in the backyard of an occupied house.	Resolved
05-56776	Complainant reported that an abandoned vehicle has been at the noted location for two years.	Resolved
05-57176	Complainant reported a stripped abandoned vehicle in front of noted location.	Resolved
06-57219	Complainant reported an inoperable vehicle was abandoned.	Resolved
06-57273	Complainant reported an abandoned vehicle at the noted location.	Resolved
06-57522	Complainant reported two abandoned vehicles at noted location.	Pending
05-56880	Complainant reported that an abandoned truck with expired plates was parked in front of a fire hydrant.	Resolved
05-56815	Complainant reported that a burgundy Chevrolet was stripped and abandoned.	Pending
06-57732	Complainant reported three abandoned vehicles at the noted location.	Pending
05-56801	Complainant reported that a silver Crown Victoria was stripped and abandoned in the Alley.	Resolved

05-56772	Complainant reported that a brown Thunderbird was abandoned.	Resolved
06-57596	Complainant reported an abandoned vehicle at the noted location.	Pending
05-56975	Complainant reported a stolen car in her backyard.	Resolved
06-57615	Complainant reported a stripped and abandoned vehicle.	Pending
06-57342	Complainant reported that a metallic, four-door Honda with no plates was abandoned in front of her property.	Pending
06-57446	Complainant reported that a silver Cadillac had been abandoned on the side of her house.	Pending
06-57616	Complainant reported an abandoned vehicle in front of his property.	Pending
06-57673	Complainant stated that the impound yard was storing abandoned, burned out cars on the streets.	Pending
06-57690	Complainant reported an abandoned green vehicle.	Pending
06-57677	Complainant reported three stolen vehicles; red Grand Am, white Grand Am, green Suburban.	Pending
06-57500	Complainant reported that a boat with debris inside was abandoned on a city lot.	Pending
05-56715	Complainant reported that an inoperable vehicle had been abandoned for three years.	Resolved
05-56924	Complainant reported several inoperable vehicles in the backyard of an occupied house.	Resolved
06-57404	Complainant reported that a 1968 blue Impala with no plates had been abandoned.	Resolved
05-57018	Complainant reported inoperable vehicles with no plates.	Resolved

05-56753	Complainant reported inoperable vehicle in front of her house.	Resolved
05-57084	Complainant reported inoperable vehicle.	Resolved
05-56892	Complainant reported three inoperable vehicles in the backyard.	Resolved
05-56752	Complainant reported that inoperable vehicles are in front of a fire hydrant.	Pending
06-57452	Complainant stated that stolen car parts were being stored in a vacant house.	Resolved
06-57255	Complainant stated that employees of T. Miller Towing Company were towing abandoned vehicles to a residential area.	Resolved

Public Lighting Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57535	Request for alley light to be repaired.	Pending
05-56831	Request for alley light to be repaired.	Resolved
06-57202	Request for alley light to be repaired.	Resolved
05-57087	Request for alley light to be repaired.	Resolved
05-56989	Request for alley light to be repaired.	Resolved
06-57357	Request for alley light to be repaired.	Pending
06-57278	Request for streetlight and pole to be repaired.	Pending
06-57733	Request for streetlight and pole to be repaired.	Pending
06-57610	Request for damaged pole to be repaired.	Pending
06-57553	Request for streetlight to be replaced.	Pending
06-57400	Request for streetlight and pole to be repaired.	Pending
06-57485	Request for streetlight and pole to be repaired.	Pending
05-56682	Request for manhole cover to be replaced.	Pending
06-57652	Request for streetlight bulb to be replaced.	Pending
06-57344	Request for streetlight bulb to be replaced.	Pending
06-57582	Request for alley light to be repaired.	Pending
06-57189	Request for streetlight bulb to be replaced.	Pending
05-57075	Request for streetlight bulb to be replaced.	Pending
06-57618	Request for streetlight bulb to be replaced.	Pending
06-57333	Request for streetlight bulb to be replaced.	Pending
06-57727	Request for streetlight bulb to be replaced.	Pending

06-57373	Request for streetlight bulb to be replaced.	Pending
06-57580	Request for streetlight bulb to be replaced.	Pending
05-56865	Request for streetlight bulb to be replaced.	Pending
05-57157	Request for streetlight bulb to be replaced.	Pending
06-57670	Request for streetlight bulb to be replaced.	Pending
06-57368	Request for streetlight bulb to be replaced.	Pending
05-57057	Request for streetlight bulb to be replaced.	Resolved
05-56938	Request for streetlight bulb to be replaced.	Resolved
06-57215	Request for streetlight bulb to be replaced.	Pending
06-57641	Request for streetlight bulb to be replaced.	Pending
06-57221	Request for streetlight bulb to be replaced.	Pending
06-57533	Request for streetlight bulb and globe to be replaced.	Pending
06-57277	Request for streetlight bulb to be replaced.	Pending
05-57121	Request for streetlight bulb to be replaced.	Pending
06-57398	Request for streetlight bulb to be replaced.	Pending
06-57620	Request for streetlight bulb to be replaced.	Pending
06-57518	Request for streetlight bulb to be replaced.	Resolved
06-57435	Request for streetlight bulb to be replaced.	Pending
05-56727	Request for streetlight bulb to be replaced.	Pending
06-57639	Request for streetlight bulb to be replaced.	Pending
05-56746	Request for streetlight bulb to be replaced.	Pending
06-57550	Request for streetlight bulb to be replaced.	Pending
05-57005	Request for streetlight bulb to be replaced.	Resolved

05-56843	Request for streetlight bulb to be replaced.	Pending
05-56754	Request for streetlight bulb to be replaced.	Pending
06-57621	Request for streetlight bulb to be replaced.	Pending
05-57124	Request for streetlight bulb to be replaced.	Resolved
06-57206	Request for streetlight bulb to be replaced.	Pending
05-56794	Request for streetlight bulb to be replaced.	Pending
05-56785	Request for alley light to be replaced.	Resolved
06-57254	Request for streetlight bulb to be replaced.	Pending
05-56829	Request for streetlight bulb to be replaced.	Pending
05-56726	Request for streetlight bulb to be replaced.	Resolved
06-57421	Request for streetlight bulb to be replaced.	Pending
06-57382	Request for streetlight bulb to be replaced.	Pending
06-57383	Request for streetlight bulb to be replaced.	Pending
06-57543	Request for streetlight bulb to be replaced.	Pending
06-57359	Request for streetlight bulb to be replaced.	Pending
06-57609	Request for streetlight bulb to be replaced.	Pending
05-56916	Request for streetlight bulb to be replaced.	Pending
06-57250	Request for streetlight bulb to be replaced.	Pending
06-57475	Request for streetlight bulb to be replaced.	Pending
06-57593	Request for streetlight bulb to be replaced.	Pending
05-57162	Request for streetlight bulb to be replaced.	Pending
06-57576	Request for streetlight bulb to be replaced.	Pending
05-56714	Request for traffic light to be replaced.	Resolved

06-57498	Request for streetlight bulb to be replaced.	Pending
06-57251	Request for streetlight bulb to be replaced.	Pending
05-56695	Request for streetlight bulb to be replaced.	Resolved

Department of Public Works

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
05-57134	Complainant stated that the 311 Call Center voice prompt puts complainant on hold for a lengthy time, and after reaching a representative, complainant said that the representative was uncaring and not very helpful.	Resolved
05-57047	Complainant stated that when she contacted the 311 Call Center to ask about bait for rodents, a representative told her that the area was already baited; when she called again, a representative from the department hung up on complainant.	Resolved
05-56684	Complainant stated that the 311 Call Center put her on hold for 45 minutes when she called to report a stolen cell phone.	Resolved
05-56750	Complainant stated that a representative from the 311 Call Center was rude and unprofessional when she tried to report that the streetlights were out.	Resolved
05-57083	Complainant stated that the 311 Call Center put him on hold for 45 minutes, and then he was transferred to the wrong department.	Resolved
06-57627	Complainant stated that the 311 Call Center gives her the run-around, and representatives do not have valid answers for any of her concerns.	Pending
05-57029	Complainant disputed a billing for lot cutting.	Resolved
05-56905	Complainant made a request to get potholes repaired.	Resolved
06-57547	Complainant expressed concern over a metal bracket that was used temporarily to cover an area of the street that was under construction.	Resolved
06-57606	Complainant stated that a mountain of salt was dumped on the street causing the pavement to break up.	Resolved

05-56930	Complainant requested an investigation of sidewalk replacement that would not be a cost to property owners.	Pending
06-57559	Complainant requested an investigation of the street that has raised three feet in front of his driveway.	Pending
05-56857	Complainant reported large potholes in front of her driveway.	Resolved
05-56743	Complainant stated that the street is higher than the sidewalk after the street was paved.	Pending
05-57063	Complainant stated that the curbs were not replaced after the streets were paved.	Pending
05-57141	Complainant stated that the driveway was sprayed with black tar during street resurfacing.	Pending
06-57538	Complainant stated that the streets were resurfaced but not leveled.	Resolved
06-57489	Complainant stated that the sidewalk is not repaired and there is hole in the street by the fire hydrant.	Pending
05-56818	Complainant stated that the roots of city-owned tree raised the sidewalk.	Resolved
06-57590	Complainant stated that her sidewalk and window were broken after a demolition.	Pending
05-56833	Complainant stated that a city-owned tree caused her sidewalk to buckle.	Pending
06-57187	Complainant stated that the sidewalk is sinking; the department came out; and the problem is recurring.	Pending
06-57564	Complainant stated that an entire section of the sidewalk is loose and needs to be replaced.	Pending

06-57397	Complainant stated that trash was not picked up at three houses on her block on the normal trash day	Pending
06-57375	Complainant stated that her Courville container was taken by the DPW Truck when disposing her trash.	Resolved
05-56800	Complainant stated that the Courville lid was run over by the DPW Truck.	Resolved
06-57555	Complainant stated that her Courville container was destroyed by the DPW Truck.	Resolved
05-57020	Complainant stated that her Courville container was dumped on her grass.	Resolved
06-57322	Complainant stated that next door neighbors never store their Courville container properly, leaving it in the street until trash piles up.	Pending
05-57040	Complainant reported an eviction and set out next door.	Resolved
06-57634	Complainant stated that trash collection was missed for two weeks.	Pending
05-56972	Complainant stated that her trash had not been picked up in three weeks.	Resolved
06-57461	Complainant stated that her trash was not picked up on the day scheduled.	Resolved
06-57432	Complainant stated that her trash was not picked up on the day scheduled.	Resolved
05-56997	Complainant stated that her trash was not picked up on the day scheduled.	Resolved
06-57388	Complainant stated that her trash was not picked up on the day scheduled.	Pending
05-57125	Complainant stated that trash from her house and four other houses was not picked up on the day scheduled.	Resolved

05-56933	Complainant stated that her trash was not picked up on the day scheduled, and there was garbage and debris scattered around complainant's property.	Resolved
06-57309	Complainant stated that trash at his business had not been picked up in two weeks.	Resolved
05-56961	Complainant stated that bulk items had been left on the berm for over three months.	Resolved
06-57226	Complainant stated that his monthly bulk pick up was missed in December.	Resolved
05-56958	Complainant stated that there had been no bulk pick up for over three months.	Resolved
06-57184	Complainant states that bulk was not picked up on Montgomery Street.	Resolved
05-57072	Complainant stated that the trash was not picked up on the day scheduled.	Resolved
06-57480	Complainant requested a new Courville container and wants the invoice sent to his rental property.	Pending
06-57395	Complainant requested a new Courville container and wants the invoice sent to his rental property.	Resolved
05-56934	Complainant reported that her Courville container was stolen, and she was unaware that there would be a \$40.00 replacement cost. Complainant also filed a police report.	Resolved
05-56909	Complainant stated that his Courville container was damaged by the DPW crew, and he requested a new container.	Resolved
05-57168	Complainant stated that plow truck salted the entire block without plowing any snow.	Resolved
06-57502	Complainant requested street cleaning and reported that mud was caked in the streets.	Pending

05-57007	Complainant stated that a DPW crew was rude and unprofessional and spilled trash all over the street.	Resolved
06-57440	Complainant requested grating for the alley behind an apartment building.	Resolved
06-57318	Complainant stated that potholes were terrible from Schafer to the Lodge Freeway despite recent repairs.	Resolved
06-57682	Complainant requested repair/repaving of the bumpy turn-around at Six Mile and the Lodge Freeway.	Resolved
05-56960	Complainant reported that she was very unhappy about the condition of the driveways after the street was asphalted.	Resolved
06-57525	Complainant reported huge potholes located at Lycaste and Freud all the way to the Detroit River.	Resolved
06-57503	Complainant reported potholes on Drexel and Lennox and inquired as to when the street would be repaved.	Resolved
06-57721	Complainant reported potholes from Ward to Florence.	Pending
06-57716	Complainant reported potholes on Grove between Sorrento and Florence.	Pending
06-57726	Complainant reported potholes on Six Mile between Schafer and Meyers; requested repair/repaving.	Pending
06-57666	Complainant stated that the street is caving in between E. Warren and Shoemaker.	Resolved
06-57354	Complainant reported a large sink hole at the Davison Yard before the I-96 Freeway.	Resolved
05-57073	Complainant reported numerous potholes on Bentler.	Resolved

05-56851	Complainant requested repaving of Newport.	Resolved
06-57614	Complainant reported water coming from the curb.	Resolved
06-57191	Complainant reported potholes on Hogarth and requested repair/repaving.	Pending
06-57628	Complainant reported several large potholes in the area of Dexter & Joy Road.	Pending
06-57317	Complainant reported a sign missing on I-94 at the 220-B exit.	Pending
05-57067	Complainant requested the installation of a "Handicap" sign in front of his residence.	Pending
06-57536	Complainant reported that the "Stop" sign on Pembroke was knocked down.	Pending
06-57490	Complainant reported that a stop sign was missing at Glenfield and Rosebery off Gratiot.	Pending
05-57163	Complainant reported that a stop sign was missing on the northeast corner of Elmira and Auburn near Horace Mann Elementary School.	Pending
06-57459	Complainant requested replacement of a missing street sign on the 11000 block of Laing.	Pending
06-57493	Complainant stated that the wrong street name sign was put up; Trojan Street instead of Audrey.	Pending
06-57608	Complainant reported that a telephone pole had been knocked over after a car ran into it.	Pending
06-57644	Complainant reported that the street sign at Monte Vista and Curtis is missing.	Pending
05-56968	Complainant reported that the "Parking Allowed" sign in front of her home was blown down.	Resolved
06-57591	Complainant stated that traffic around Renaissance High School is very hectic; requested a blinking light.	Pending

05-56883	Complainant reported dead branch hanging from a tree in front of her home.	Pending
06-57681	Complainant stated that a diseased tree in front of her home had been marked with a yellow X years ago.	Pending
05-57150	Complainant stated that she purchased a tree from the city, and the tree is dead. Complainant said that she was told that the city would replace it.	Pending
05-56890	Complainant reported that the vacant lot behind his home is an open field for dumping.	Resolved
05-56965	Complainant requested the removal of a dead tree.	Pending
06-57420	Complainant reported that a dead tree is in front of her house.	Pending
05-56959	Complainant requested the removal of a dead tree in front of her house.	Resolved
05-56845	Complainant reported that a tree fell in the middle of the street and is dangerous.	Resolved
05-56945	Complainant requested the removal of a dead tree.	Resolved
05-56852	Complainant requested the removal of a dead, city-owned tree.	Resolved
05-56699	Complainant requested the removal of a dead, city-owned tree.	Resolved
05-56844	Complainant requested the removal of a dead, city-owned Ash tree was located in the front of her house.	Pending
05-56687	Complainant stated that a dead, city-owned tree has caused her sidewalk to buckle and damage her basement.	Pending
05-57027	Complainant requested removal of a dead tree.	Resolved
06-57523	Complainant stated that a tree planted by the city died one week later.	Pending

06-57523	Complainant requested removal of a dead tree.	Pending
05-56694	Complainant requested tree trimming.	Resolved
06-57554	Complainant requested tree removal.	Pending
05-57003	Complainant stated that a dead tree fell on top of her garage and is also blocking the alley.	Resolved
05-56947	Complainant stated that a large tree fell into the in front of her house and is blocking her driveway.	Resolved
05-56758	Complainant stated that three trees on the lot next door fell onto her fence.	Pending
06-57411	Complainant requested the removal of two trees.	Pending
05-56973	Complainant stated that tree limbs were interfering with the power line.	Resolved
06-57436	Complainant requested tree removal.	Pending
05-57123	Complainant stated that the tree on the berm destroyed her home.	Pending
06-57384	Complainant requested tree removal.	Pending
05-56692	Complainant stated that two trees on the side of her house damaged her sidewalk even though one tree was removed.	Resolved
05-56683	Complainant stated that roots from city-owned trees caused the sidewalk to buckle.	Resolved
05-56704	Complainant stated that a city-owned tree was cut, and the stump was left over so that the roots to continued to grow causing her sidewalk to buckle and break in half.	Resolved
05-56759	Complainant stated that roots from the tree at the curb have raised the sidewalk.	Pending

05-57092	Complainant reported that a city-owned tree was dead.	Resolved
05-56730	Complainant stated that a city-owned tree was raising the sidewalk.	Resolved
06-57380	Complainant stated that the city-owned tree was cut down three years ago, but the stump was never removed.	Pending
06-57220	Complainant stated that the tree in front of her home was cut down, but the stump was never removed leaving a hump in the middle of her lawn.	Pending
05-56874	Complainant stated that the city-owned tree was removed one year ago, but the stump is still there.	Pending
05-56841	Complainant stated that the city-owned tree was removed but the sidewalk that was damaged by roots was never fixed.	Pending
06-57353	Complainant stated that the city-owned tree was cut down, but a two-foot high tree stump was left.	Pending
05-56895	Complainant requested tree trimming.	Resolved
05-57133	Complainant requested tree trimming of limbs in front of her property.	Pending
05-56926	Complainant reported that a dead tree with an odor.	Resolved
06-57429	Complainant requested tree trimming.	Pending
05-56696	Complainant requested tree trimming.	Resolved
05-56879	Complainant requested tree trimming.	Resolved
06-57631	Complainant requested tree trimming in front of a vacant house.	Pending
05-56724	Complainant requested tree trimming.	Resolved
05-56846	Complainant requested tree trimming of a city-owned tree.	Resolved

05-56991	Complainant requested removal of a dead, city-owned tree.	Pending
05-56755	Complainant requested trimming of a tree on the berm.	Pending
05-56761	Complainant requested tree trimming for multiple trees.	Resolved

Recreation Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
05-56966	The complainant states that there is excessive debris and illegal dumping at the Horham Playground.	Resolved
06-57445	The complainant states that there is excessive debris at the Historic Willer Recreation Center.	Pending
05-56848	The complainant states that there are high weeds, dead trees, and a big hole in the ground at the Rouge Park.	Resolved

Detroit Department of Transportation

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57438	Complainant is disabled and concerned that he had not received a response to his application.	Resolved
05-56718	Complainant reported rude and unprofessional behavior while servicing citizens on the bus.	Resolved
05-57019	Complainant reported reckless driving of the bus driver and rude and unprofessional behavior.	Resolved
05-57058	Complainant reported misconduct by a People Mover employee.	Resolved
06-573 79	Complainant reported reckless driving; bus driver drove past complainant at a high speed.	Resolved
06-57448	Complainant reported reckless driving and no stopping at blinking red lights.	Resolved
06-57675	Complainant stated that the bus is always late at McNichols and Ward.	Pending
05-57039	Complainant reported that bus shelters are being vandalized; signs are missing, and windows are broken.	Resolved
06-57486	Complainant stated that the bus stop in front of his business, attracts pedestrians who loiter inside and outside while waiting.	Resolved
05-57131	Complainant reported unprofessional and rude behavior from the bus driver; driver did not stop to pick up pedestrians at the bus stop in cold weather.	Resolved

Detroit Water and Sewerage Department

<u>Complaint No.</u>	<u>Subject of Complaint</u>	<u>Status</u>
06-57371	The complainant states that he is having a problem with his previous employment regarding the registration status and obtaining his Annuity.	Resolved
06-57427	The complainant states that the bill he received for his commercial business is an error.	Pending
05-57071	The complainant states that there is discrepancy with her water bill and is disputing the amount.	Resolved
06-57334	The complainant states that the bill he received for his commercial business is an error.	Pending
06-57252	The complainant states that she is having a problem with the billing department and having someone come out to the location and install a new meter.	Resolved
05-57160	The complainant states that water has been off since 1999 and is still receiving numerous estimates.	Resolved
05-56751	The complainant states that the noted property has continually received estimated for over six billing cycles.	Resolved
05-56819	The complainant states that his water bill is higher than it should be due to the estimated bill.	Resolved
06-57235	The complainant states that his water was turned in 2003 and 2005 and filed a Chapter 13 Bankruptcy and is receiving a bill for those years that was paid in the Bankruptcy Chapter 13 Plan.	Resolved
06-57234	The complainant states that he is disputing an outstanding water bill that has been estimated too high.	Resolved

05-56914	The complainant states that he would like to request a hearing for his water bills being too high and a new meter was just installed.	Resolved
06-57528	The complainant states that he received a water shut off notice and came to our Call Us First Meeting and spoke to a representative from the Water Department.	Resolved
06-57256	The complainant states that he is disputing his water bill and is requesting that some type of reduction be made.	Resolved
06-57532	The complainant states that she having problems with her water bill the last meter reading.	Resolved
06-57570	The complainant states that her water bill is extremely high and would like a representative come out and read her meter.	Pending
06-57394	The complainant states that she has a refund that needs to be issued to her for an overpayment in the amount of \$179.22.	Pending
06-57545	The complainant states he is being billed from his former residence for a water bill.	Pending
06-57537	The complainant states that he went to the Water and Sewerage Department to make payment arrangements for his water and the representative could not come to terms about an arrangement.	Resolved
06-57557	The complainant states that she went to the Water Department for a hearing before the Board of Water Commissioners and has not heard back from a representative.	Pending
06-57225	The complainant states that approximately one year ago he requested his meter to be tested for accuracy and spoke to a representative who denied his request.	Pending
06-57515	The complainant states that she received an outstanding water bill and a Shut Off Notice and would like to dispute the amount before the water gets turned off.	Pending

06-57228	The complainant states that there is standing water in the middle of the block and when the water is there for a long time it has an odor.	Pending
05-57011	The complainant states that at his rental property the basement keeps flooding.	Resolved
06-57377	The complainant states that his basement is backing up due to the high water levels.	Resolved
06-57519	The complainant states that her basement is flooding because she lives next to the park and the park is sloped.	Pending
06-57190	The complainant states that the catch basin or the alley sewer is blocked causing her basement to backup.	Resolved
06-57603	The complainant states that her basement has been flooding constantly for the past week.	Resolved
06-57589	The complainant states that she is having water back up in her basement.	Resolved
06-57247	The complainant states that the vacant house located at the noted property has standing water in the basement.	Pending
06-57573	The complainant states that there is an enormous amount of flooding in the basement, her yard and in her driveway.	Pending
06-57574	The complainant states that the street she lives on is constantly flooding.	Pending
06-57611	The complainant states that the water is flooding in the basement of his church.	Pending
06-57668	The complainant states that the abandoned home next door to him has water flooding from the basement and throughout the house.	Pending

06-57232	The complainant states that she has muddy water in her basement caused by flooding on the street.	Pending
05-57172	The complainant states that her drain continues to back up when she flushes her toilet.	Pending
05-56791	The complainant states that the Water Department staff was working on his street completing repairs and shortly after the rain a flood occurred in his basement.	Resolved
06-57262	The complainant states that her sewer is backed up which is causing her basement to flood.	Pending
06-57624	The complainant states that the alley behind her property the catch basin is blocked.	Pending
06-57623	The complainant states that on the corner of Livernois there is water coming out of the manhole.	Pending
06-57572	The complainant states that the catch basin in the block are blocked and backing up the street.	Pending
06-57296	The complainant states that the catch basin near her property is blocked and the streets flood during heavy rains and snow melting.	Pending
05-57094	The complainant states that the catch basin in front of her property is blocked.	Pending
06-57504	The complainant states that the catch basin in the area are blocked due to when it rains the streets flood.	Pending
06-57294	The complainant states that the catch basin near her property is blocked and the streets flood during heavy rains.	Pending
06-57289	The complainant states that the catch basin near his rental property on the west side of the driveway is blocked and the streets flood during heavy rains.	Pending
06-57539	The complainant states that the catch basins are backing up in the block.	Pending

06-57567	The complainant states that the catch basins are are blocked and backing up.	Pending
06-57299	The complainant states that the catch basin near his commercial business is blocked causing the streets to flood during heavy rains, snow melting and leaving standing water to go over the berm.	Pending
06-57297	The complainant states that the catch basin near his property is blocked and the street floods during heavy rains and snow melting.	Pending
05-56719	The complainant states that the catch basin in front of her property has been backing up protruding upward causing damage to vehicles.	Pending
06-57216	The complainant states that the catch basin at the end of the block is backed up and the problem has been there for over seven months.	Pending
06-57296	The complainant states that the catch basin near his property is blocked and the streets flood during rains and snow melting.	Pending
06-57316	The complainant states that the catch basin in front of her property is blocked causing flooding and back up on the side of the house.	Pending
06-57351	The complainant states that there is standing water on her street and states that this water freezes when it gets cold outside.	Resolved
05-56731	The complainant states that the Water and Sewerage Department cut out a square block By the catch basin located n front of her property and now has about a six-inch dip by her driveway.	Resolved
05-56796	The complainant states that the sewerage drain in front of home has no cover on it.	Resolved
06-57402	The complainant states that the catch basins located in front of property is blocked causing backup down the entire street.	Resolved

06-57193	The complainant states that there is blockage on his street causing the street to flood when it rains.	Resolved
06-57364	The complainant states that the catch basin in front of his driveway and the one across the street are blocked.	Pending
06-57477	The complainant states that the catch basin in front of his church is blocked.	Pending
06-57604	The complainant states that there is a constant flood on her street.	Resolved
06-57183	The complainant states that the streets flood in their block constantly flood.	Resolved
06-57346	The complainant states that there is standing water in front of her house and the drain south of her house is blocked.	Resolved
06-57245	The complainant states that the catch basins located in front of the noted location are blocked causing backup down the entire street.	Resolved
05-56770	The complainant states that the catch basin in front of her property is in need of cleaning.	Resolved
06-57280	The complainant states that the catch basin in front of her property is blocked causing back up down the street with ice and standing water.	Pending
06-57636	The complainant states that the catch basin located in the alley behind the noted location is blocked causing backup.	Pending
06-57565	The complainant states that the catch basin located in front of the noted location is blocked causing backup.	Pending
06-57290	The complainant states that the catch basin located in front is blocked causing back up down the entire street.	Pending
06-57470	The complainant states that the catch basin located in front has a hole on the side of it down in the pavement.	Pending

06-57305	The complainant states that the catch basin located on the corner of Outer Drive are blocked causing backup.	Pending
06-57292	The complainant states that the catch basin located at her driveway is blocked causing backup down at for least two blocks.	Pending
06-57560	The complainant states that the catch basin located on the side is blocked causing backup.	Pending
05-57044	The complainant states that the catch basin located in front of the noted location is blocked causing backup.	Resolved
06-57562	The complainant states that the catch basin located in front is blocked causing backup.	Pending
06-57450	The complainant states that the catch basin located on the corner is blocked causing backup.	Pending
06-57308	The complainant states that the water has flooded his street for the last few years.	Pending
06-57622	The complainant states that there is a flood on her street and the water is too high to drive through and often turns to ice.	Pending
05-56983	The complainant states that the street she lives on is flooded, she states that the flood is caused by water seeping through the sidewalk.	Resolved
05-57119	The complainant states that her son is handicapped and is in a wheel chair and is having trouble getting in and out of the car and cab who picks him up due to the two feet of water in front of her home.	Pending
06-57571	The complainant states that there is flooding on her street.	Pending
05-57002	The complainant states that the catch basin in front of four homes is in need of inspection due to cement that is blocking the flow water into the catch basin.	Pending

06-57433	The complainant states that the storm sewer is blocked and is causing back-up when it rains the street floods for weeks at a time.	Pending
06-57337	The complainant states that her catch basins are blocked and that standing water has flooded her street for years.	Pending
06-57199	The complainant states that in the alley behind her property the sewer line is sinking causing flooding and backup in the basement.	Pending
06-57488	The complainant states that there is a sink hole in the alley and the cement is caving in behind property.	Pending
06-57487	The complainant states that there is a sink hole in the alley behind her property.	Pending
06-57341	The complainant states that there is a T-alley next to property and the alley is sinking where the opening for the sewer is located.	Resolved
05-56739	The complainant states that in the alley a piece of the cement has collapsed and it has dropped down about a foot in a half.	Resolved
05-56735	The complainant states that at the driveway apron there is a large sink hole near the berm.	Resolved
05-57088	The complainant states that the catch basin in front of his property is blocked and the street and driveway floods during heavy rains and snow.	Pending
05-57120	The complainant states that her basement keeps backing up solid waste.	Pending
06-57403	The complainant states that the sewer in front of property is causing the street to flood.	Pending
06-57281	The complainant states that the city sewerage drain is blocked up causing raw sewerage in her basement.	Pending

05-56702	The complainant states that in the alley behind his property there is a sewer sinkhole that is open causing backup in his basement.	Resolved
06-57601	The complainant states that her basement continuously floods, she states the muddy water is coming from the back of her alley.	Resolved
05-56723	The complainant states that the sewerage drain is blocked.	Resolved
05-56775	The complainant states that the city sewer located in the alley behind her property is blocked causing backup in her basement.	Pending
06-57412	The complainant states that the sewerage drain in the alley is blocked causing backup in her basement.	Pending
05-56812	The complainant states that the sewer drain located in the alley behind her property is blocked causing backup.	Resolved
06-57270	The complainant states that she hired a certified plumber that came out to clear a blocked water main break that had been blocked by the City contractors for the Water Department. Complainant is looking for reimbursement from the Water & Sewerage Department for their responsibilities.	Pending
06-57460	The complainant states that the sewer drain located in the alley is blocked causing backup in their basement.	Pending
05-57056	The complainant states that the sewer drain located in the alley is blocked causing backup in her basement.	Resolved
06-57233	The complainant states that she has resided on her street for over 20 years and the entire time her street has flooded for weeks at a time.	Pending
06-57451	The complainant states that his storm sewer is causing backup and as a result the standing water is also creating a flood in his garage.	Pending

06-57343	The complainant states that the drain in her alley is blocked.	Pending
06-57630	The complainant states there is standing water in front of her property when it rains.	Pending
05-57096	The complainant states that in front of her property someone stole the water meter and left a manhole.	Pending
06-57454	The complainant states that the sewer cover is missing across the street in front of the church.	Resolved
05-56757	The complainant states that a Sewer Grate was stolen at the corner and the area is open and dangerous.	Resolved
06-57293	The complainant states that there is a huge sink hole right by the school.	Pending
05-57137	The complainant states that the water main repair was not completed and they did not bother to clean any of the broken concrete or dirt from the lot.	Pending
06-57363	The complainant states that sidewalk in front of the building on Tireman has a large unsecured area that is covered with a board.	Pending
06-57291	The complainant states that the fire hydrant is broke and has steady water running from it.	Pending
05-56787	The complainant states that the fire hydrant that was installed damage was done to her cement and replaced with black tar and her lawn was destroyed.	Pending
05-56756	The complainant states that the Water Depart. came and inspected the fire hydrant forty-five days ago and failed to turn the water off, now the water is running at a rate of seven gallons per minute.	Resolved
06-57244	The complainant states that she received her water bill and believes that a representative read the meter wrong.	Resolved

05-56881	The complainant states that he has requested a meter from the Water Department to no avail.	Resolved
06-57210	The complainant states that the Water Dept. came out to repair a water main break at his commercial business and left a deep manhole.	Pending
06-57214	The complainant states that the Water Dept. was replacing sewer pipes in his front yard and destroyed his landscaping.	Resolved
05-56813	The complainant states that the Water Dept. came out to repair the shut on and off valve in front of her property and dug a hole seven feet deep by four feet wide and the dirt and sand was left on his lawn from the hole that was dug.	Resolved
06-57494	The complainant states that the Water Dept. repaired a water main break on her street and while attempting to complete the job her lawn was severely damaged.	Pending
06-57356	The complainant states that the Water Dept. left a large pile of dirt on her grass.	Pending
05-56932	The complainant states there is a water main break in need of repair on his block that has caused water to constantly run leaving him to clean drain basins so they do not get backed up.	Resolved
05-57132	The complainant states that he is having trouble getting the Water Dept. out to the noted location to perform work to restore the water to his business.	Pending
05-56745	The complainant states that there was a water main break and as a result there has been damage to the sidewalk and driveway apron in front of his home.	Resolved
06-57350	The complainant states that there is a water leak coming from the ground on his block.	Resolved

06-57671	The complainant states that a building on Plymouth there is a water main break inside the noted property and there are icy conditions due to this water main break.	Resolved
05-56876	The complainant states that a water main break is in his block with constant water running.	Resolved
06-57200	The complainant states that the Water Dept. came out to repair a water main break and had to remove a tree to repair the break and his grass was destroyed and they dropped a load of sand and never returned to restore his grass.	Pending
05-57149	The complainant states that the Water Dept. came and did some repairs with digging in the street and in her yard and left barriers and piles of dirt in her yard.	Pending
06-57196	The complainant states that there is a water main located in front of her property and the water has been flowing out on both sides of the street.	Pending
05-57049	The complainant states that there is water coming out of a pipe or cap for over two months in front of his yard.	Pending
06-57577	The complainant states that there is constant water coming out of the side of his property and the water is running into his basement.	Pending
05-56760	The complainant states there has been a water leakage in front of her home.	Resolved
06-57540	The complainant states there is a water leak coming up from the ground and he is getting low water pressure.	Pending
06-57552	The complainant states that there is a water pipe that is leaking and the pipe has been marked with an X with the assumption that the leakage was to be repaired.	Pending
05-57068	The complainant states that there is a plumbing problem with the sewer line running into her basement leaving her basement to flood.	Resolved

05-57070	The complainant states that her basement is flooding due to the significant rainfall.	Resolved
05-57028	The complainant states that there is raw sewerage backing up in her basement.	Resolved
05-56789	The complainant states that there is sewerage backing up in her basement.	Resolved
06-57568	The complainant states that his basement flooded due to the water levels being too high in the sewer drain behind his property.	Resolved
06-57588	The complainant states that she is having water backup at her property.	Pending
05-57154	The complainant states that the sewerage drain needs to be cleaned out.	Pending
05-57166	The complainant states that the catch basin is at the side of his driveway and was blocked with cement and now when it rains the drain overflows causing standing water in front of her property.	Pending
06-57626	The complainant states that there is a very strong offensive odor coming from the sewer in the back of her property.	Pending
05-56907	The complainant states that she has extremely low water pressure.	Resolved
06-57654	The complainant states that next door to her property the home is vacant and water is leaking in the vacant house and into her basement.	Pending
06-57575	The complainant states that in front of her property there is standing water constantly.	Pending
06-57581	The complainant states that at her property at the east corner there is a water main break that has constant water standing.	Pending

06-57217	The complainant states that the Water Dept. needs to come and cut the water off at the vacant house next door.	Pending
06-57209	The complainant states that there is water main break at vacant lot.	Pending
06-57444	The complainant states that the noted property was demolished and there is still water coming from the basement.	Pending
06-57431	The complainant states that there is water leak at the corner that needs to be repaired.	Pending
05-57080	The complainant states that his basement has been flooding and the water continues to overflow into his basement and as a result he is unable to utilize the water.	Resolved
06-57298	The complainant states that the vacant house next door the water has been running constantly for two weeks.	Pending
06-57362	The complainant states that the house next door burned down and has a serious water leak in the basement.	Resolved
05-57000	The complainant states that her rental property has been vacant for almost four years but there is an outstanding water bill and complainant is concerned why the bill is so high and is requesting an investigation.	Resolved
06-57715	The complainant states that his water was turned off by mistake at his rental property address.	Resolved
06-57243	The complainant states that he paid his water bill the Department of Water & Sewerage cashed his check and this month received a shut off notice in error. Action to investigate is requested.	Resolved
06-57478	The complainant states that he has requested the water be shut off at his vacant building but keeps receiving water bills.	Pending

05-56910	The complainant states that he has rental property and the tenants are responsible for paying their own water bill but complainant is receiving his tenants water bills.	Resolved
06-57329	The complainant states that the Water Dept. needs to dig up the curb box to retire the service.	Resolved
06-57680	The complainant states that the house next door was demolished but there is water in the foundations due to the water was not turned off before demolishing the home.	Pending
06-57599	The complainant states that the purchased a building but is having trouble with the Water Dept. to come and turn the water on.	Resolved
05-56893	The complainant states that at her rental property she states the previous tenants destroyed all the fixtures in the home which disabled the water to flow.	Resolved
06-57330	The complainant states that at the noted property the water has been illegally turned on by squatters.	Pending

